

CITY INVESTIGATOR AND CLAIMS AGENT

PURPOSE: To conduct investigations and to process claims for legal actions for and against the City.

FUNCTIONAL AREAS: Under supervision:

1. Investigate and process claims made for and against the City.
 - * A. Conduct inspections of accident sites and property, and assign appropriate City personnel to conduct further inspections as needed in order to gather and preserve evidence.
 - * B. Conduct interviews of claimants, witnesses, and others as needed.
 - * C. Review evidence, information and liability rules, and recommend denial, adjustment, or acceptance of claim.
 - * D. Recommend value of claim if accepted.
 - * E. Maintain detailed records and write accurate report of findings.
 - * F. Collect money owed to the City, including appearing in Conciliation Court.
 - * G. Negotiate settlement of claims against the City or on behalf of the City.
 - * H. Prepare information, evidence, and testimony for permanent preservation by reducing into documentary form.
2. Investigate and process personnel matters, including employee grievances, employee discipline, and civil rights matters.
 - * A. Conduct grievance fact-finding investigations and prepare reports of findings.
 - * B. Conduct investigations of sexual harassment complaints and other employee behavior problems and produce reports of findings.
3. Prepare and conduct employee training programs.
 - * A. Prepare and conduct training programs on topics such as safety, claims procedures, standards of conduct, and sexual harassment in order to reduce personnel problems.
 - * B. Prepare and conduct instructional programs such as dealing with customer complaints in order to improve City operations.
4. Assist City attorneys and management as requested.
 - * A. Assist City attorneys in producing documents and evidence for discovery and trial.
 - * B. Assist personnel involved in negotiating collective bargaining agreements.
 - * C. Perform related duties as assigned.

JOB REQUIREMENTS

Education and Experience:

- † A. Three (3) years experience as an insurance claims investigator and adjuster, government investigator, or legal assistant, or a combination of education and experience accepted as equivalent.

License Requirement:

- † A. Possession of a valid MN driver's license or privilege by date of hire and thereafter.
- B. Possession of license or certification related to claims adjustment as mandated by state or federal government or requested by management.

Knowledge Requirements:

- † A. Knowledge of the methods and procedures necessary in investigating civil claims against the City.
- † B. Knowledge of legal liability of the City in accident and property damage cases.
- † C. Knowledge of civil court procedure.

Skill Requirements:

- † A. Skill in investigating property claims or employee grievances.
- † B. Skill in effectively communicating with individuals and groups.
- † C. Skill in interviewing conducting interviews.
- † D. Skill in writing clear concise, and accurate reports.
- † E. Skill in safe driving practices.

Ability Requirements:

- † A. Ability to gather, assemble, analyze, and evaluate facts and evidence to draw sound conclusions.
- † B. Ability to maintain detailed records and write accurate reports.
- † C. Ability to get along well with others.
- † D. Ability to provide transportation to, from and around investigation sites.
- † E. Ability to climb and crawl under vehicles or property to conduct inspections.
- † F. Ability to effectively negotiate a conflict to resolution.
- † G. Ability to attend work on a regular basis and be available evenings and weekends in case of accidents or events requiring prompt investigation.

* Essential functions of the job.

† Job requirements necessary on the first day of employment.

JG

Approved by CIVIL SERVICE BOARD

Date: 4/6/99

Approved by: CITY COUNCIL

Date: 6/28/99

Resolution No. 99-0511R